

Message

From: Hanchett, James (DPH) [/O=COMMONWEALTH OF MASSACHUSETTS/OU=MASSMAIL-01/CN=RECIPIENTS/CN=JAMES.HANCHETT]
Sent: 10/9/2012 3:12:14 PM
To: 'cag_support-na@agilent.com' [cag_support-na@agilent.com]
Subject: RE: G1530A error / Massachusetts State Police / James Hanchett / support na jb

The information requested is at bottom of page. Equipment was originally with Massachusetts Department of Public Health State Laboratory Institute 305 South Street, Jamaica Plain, MA 02130, but recently we came under control of Massachusetts State Police.

Jim Hanchett
Department of State Police
Amherst Drug Lab
Room N251 Morrill I
637 North Pleasant Street
Amherst, MA 01003
Phone 413-545-2607
Fax 413-545-2608
Cell [REDACTED]

From: cag_support-na@agilent.com [mailto:cag_support-na@agilent.com]
Sent: Tuesday, October 09, 2012 10:55 AM
To: Hanchett, James (DPH)
Subject: FW: G1530A error / Massachusetts State Police / James Hanchett / support na jb
Importance: High

Hello,

So we can properly process your request, please forward us the following information --

- Your full name
- Your full company's name (no initials)
- Complete mailing address (no PO Boxes please)
- Your telephone number

After we receive your information, we will assign your request to a representative to contact you about your request.

Thank you.

Helen Thomas
Agilent Technologies Inc
Customer Care Tech Coordinator
8002279770

From: chem@agilent.com [mailto:chem@agilent.com]

Sent: Tuesday, October 09, 2012 9:33 AM

To: SALES-NA,CAG (A-USA,exgen1)

Subject: G1530A error / Massachusetts State Police / James Hanchett / support na jb

Name: James Hanchett Jim

Email: james.hanchett@state.ma.us

Country: United States

Telephone Number: 413-545-2607

Company Name: Massachusetts State Police

Product Group: Mass Spectrometry

Product Model Number: G1530A

Serial Number: US00022936

Software Revision: G1701EA E.02.00

Question Related To: Software

Comments: When running an auto sequence, fatal sequence error is detected and aborts. Error message 73 occurs and screen prints File 51 not open for OUTPUT or APPEND.

[Click here to mark this enquiry as closed](#)

message sent: 10/9/2012 7:33:24 AM

IP address: 192.25.91.52

Referrer: [http://www.chem.agilent.com/en-US/Contact-](http://www.chem.agilent.com/en-US/Contact-us/)

[us/ layouts/agilent/contactusquery.aspx?XsnLocation=/FormServerTemplates/ContactUsQueryRequest.xsn&Source=/en-US/Contact-Us/Pages/ContactUs.aspx&DefaultItemOpen=1&m=i](http://www.chem.agilent.com/en-US/Contact-us/layouts/agilent/contactusquery.aspx?XsnLocation=/FormServerTemplates/ContactUsQueryRequest.xsn&Source=/en-US/Contact-Us/Pages/ContactUs.aspx&DefaultItemOpen=1&m=i)